



New Horizon Diabetes Clinic

Luisa F. Leal DNP, ANP-BC & John Interlandi MD

This is a new contract between you “the patient” and the clinic. This contract has NO LEGAL implications, it is only our new method to explain how we work, and what is expected from you as the patient. *Please write your initials in each line.*

___ Medical care is provided with respect and love to our patients. We are asking you to please use the same method when calling or talking to us. No foul language or aggressive behavior in any form is acceptable, and you will be asked to leave the clinic.

___ You may be seen by Dr. Luisa F. Leal or Dr. John Interlandi, both of us work together with one goal to serve you the best way possible.

___ Please arrive to your appointments on time. If there are any issues going on, please call and let us know and we will reschedule your appointment, or we will try to accommodate you if the schedule allows us.

___ When calling the clinic, please make sure you leave us a voice mail. We WILL return your call as soon as possible. Our lunch break is between 12:00 pm to 1:00 pm, if you are calling during this hour, please leave a message.

___ Your payment is required at the day of your visit. Please do not argue with Bibiana about your insurance. We understand some insurances have high deductibles and copayments, but this is out of our control.

___ Make sure you bring your medications at your appointment time and make sure refills are done at your visit. The clinic will no longer accept refill request over the phone. Going back to our old electronic medical record fixed the issues that we had with prescriptions not reaching the pharmacies. Usually pharmacies will hold your prescription for a few days, go the day after your visit and pick up your prescriptions.

___ No prescriptions will be filled if you have not come to your appointments or if it has been more than 3 months that you have not come to the clinic.

___ Come to your appointments as recommended. If you need to cancel, please do so at least 24 hours prior your visit. We have a waiting list and this would help us to serve our patients better. If you do not cancel your appointment, we will charge \$50.00. If you have 3 missed appointments without proper cancellation, you will be dismissed from the clinic.

___ In regards to Medications’ preauthorization: I tried to prescribed the medications that are covered by your insurance. In a few instances specially with TennCare patients, I have to do a preauthorization which can take about a week or 2 to get done.

___ If you have diabetes, make sure you bring your meter, Dexcom Receiver, Libre reader, insulin pump at each office visit as applicable. Make sure you abide and comply with what is requested from you. Remember, our request from you as a patient enables us to serve you better.

___ The data helps us to guide your treatment and improve your care. If you do not follow instructions, it is very difficult to make changes in your diabetes management.

___ The Clinic closes the week of July 4th, the last week of December and the first week of January. Please arrange your appointments accordingly. If you call during these days, make sure you leave a voice mail.

___ Make sure you follow us on Facebook. We usually post these reminders, or when weather affects the opening of the clinic.

Thank you for being a loyal and compliant patient.

Patient Name

Date

Patient Signature

NHDC Office Representative